

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

YESCO Young Electric Sign Co.

Arizona Manufacturing Extension Partnership

YESCO - A Sign of Change

Client Profile:

Young Electric Sign Company (YESCO) produces custom signs and other display systems for businesses of all types and sizes. From the smallest retail kiosk to the largest multinational organization, they design, manufacture, install and maintain an identification package that is tailored to the business's specific needs. Established in 1920, the company's Chandler, Arizona, division employs 80 people.

Situation:

YESCO's Chandler division was struggling to meet customer deliveries because of poor internal processes and applications. This division had never been profitable in its 15-year history. The company contacted the Arizona Manufacturing Extension Partnership (Arizona MEP), a NIST MEP network affiliate, for assistance.

Solution:

The Lean 102 Training provided by Arizona MEP for YESCO's key operations employees brought awareness to poor product flow both in the above the floor processes and on the manufacturing floor. A VSM exercise helped reduce the customer order cycle time which got orders to the shop floor more quickly which increased on-time deliveries.

Results:

- * Increased productivity by 34 percent within 30 days of lean training.
- * Liberated over 2,400 square feet of production space.
- * Reduced travel distance for Fabrication team by 250 feet.
- * Reduced time from customer order to shop order by 50 percent (from 4 weeks to 2 weeks).

Testimonial:

"I wanted to tell you how pleased we have been with your training and education work with our company. The results have been everything we wanted. Your lean training is exceptional. The lecture/simulation format is interesting, complete and enjoyable. Everyone had a great time learning these concepts. The YESCO team immediately "got it" and started to make positive adjustments right away. In fact, our productivity measure showed a jump of 34 percent within 30 days of the lean training. The Value Stream Mapping exercise (current and future states) was also easy to understand and very effective. Once again, your concepts were presented in an enjoyable, interactive format that involved all our team members. You certainly took a lot of the mystery out of lean concepts and practices. We were able to quickly move forward to make significant improvements. In fact, so far, we've liberated over 2,400 square feet of production space that we can put to other uses; we've reduced the travel distance for our Fabrication team members by 250 feet; and the letter fabrication

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operation is now 150 feet closer to the loading dock. Based on the actions we've taken stimulated by your training and facilitation, the overall effect is an even more energized and involved workforce. We're extremely confident that we now have the tools and processes in place to perform at the highest level. I would recommend your firm to any company looking to increase overall productivity and increase hard bottom line results. We certainly appreciate having you as part of the YESCO team."

Paul Gullo, Division Manager